

Iowa Department of Human Services
CHILD CARE CENTER COMPLAINT

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| Name of Center: Little Hands at Work and Play | | Enrollment: 48 | License ID: 4178000006 |
| Street: 205 S. 27th St. | City: Council Bluffs | IA Zip Code: 51501 | County: Pottawattamie |
| Mailing Address: 4884 W. Mill Rd. | | | |
| Mailing City: Raymond , NE | IA | Zip Code: 68428 | |
| Director's Name: Pam Doss | | Center Phone Number: 712-325-5530 | |
| On-Site Supervisors: Yolanda Doss | | E-Mail Address: pam.littlehands@yahoo.com | |

Date of Complaint: 11/15/2013

Date of Visit: 11/18/2013

☐ Scheduled ☒ Unannounced ☐ NA

☐ Non-Compliance with Regulations Found ☒ Compliance with Regulations Found ☐ NA

RECOMMENDATION FOR LICENSE

[X] NO CHANGES to licensing status recommended

[] **PROVISIONAL** license from _____ to _____

[] SUSPENSION of License

[] REVOCATION of License

Summary of Complaint:

There were several complaints issues:

1. Center is not properly cleaned, the center is very dirty, the floors are dirty.
2. A staff person made a school age child take out a bag of garbage to the trash bin in the parking lot as a consequence for misbehaving. The staff person watched from the doorway.
3. The center has chronic issues with head lice - several children at the center have head lice.
4. The children play outside all day when it is nice.
5. There are a bunch of young girls who work there and they don't do any meaningful activities with the children.
6. The reporter doesn't think that the center sanitizes the toys.

Licensing Rules Relevant to the Complaint:

109.11(3)a(1) Center and premises are sanitary, safe, and hazard free.

109.11(3)a(10) Sanitation and safety procedures are in place to reduce the risk of harm to children and the transmission of disease.

109.12(1)a Program provides a curriculum or program of activities that promotes self-esteem and positive self-image, social interaction, self-expression and communication, creative expression and problem-solving skills.

109.12(2) Discipline does not allow -- corporal punishment; punishment that causes humiliation, fear, pain or discomfort; locking children in an area or using mechanical restraints; associating with illness, toilet training, food or rest; or the use of verbal abuse, threats, or derogatory remarks about a child's family.

109.12(5)d Hard surface toys sanitized daily.

Inspection Findings:

I made an unannounced visit to the center on 11-18-13 to discuss the complaint issues. I met with the director, Pam Doss. The answers to the complaint issues are listed below.

1. Pam reported that the staff in each room are responsible for their own cleaning. They deep clean once a week. The carpets are shampooed about three times a year. The cribs are wiped down every day and the tile floors are mopped once or twice a day. The rooms appeared to be clean on the day of my complaint visit 11-18-2013.

2. Pam reported that staff don't have the children take out the trash at all, and not as a form of discipline. She said she would talk to the staff about this. Pam and I talked to one staff who works with the school agers her name was Katie Anderson. Katie reported that the staff don't have kids take out the trash as a form of discipline, she said they use time out- she has them sit down and cool off. Pam said she has allowed kids to help carry in groceries in the past because they wanted to help.

3. Pam reported that four children had head lice in September 2013. Pam talked to their parents and the children were treated for the head lice and the head lice has not reoccurred. Pam said the head lice has not been a chronic issue.

4. Pam reported that when the weather is nice (warmer months) the children go outside from 10:30 am to around 11 am and maybe when the children wake up from nap time.

5. Pam reported that the children participate in fun hands on activities throughout the day. She said during the school year the school age children are at the center for a limited amount of time and their after school schedule is - arrive at the center, eat snack, homework, play outside - weather permitting - or activities inside, then the school age children are picked up by their parents. Most school age children are picked up by 4:30 pm.

6. Pam reported that the center sanitizes toys daily.

Special Notes and Action Required:

Review center rules with all staff; including cleaning procedures for each program room and individual responsibilities, discipline procedures, health and safety issues - head lice, curriculum - lesson plans and activities.

Consultant's Signature:

Date:

01/22/2014

